



### OUR 7 YEAR WARRANTY PROMISE

It's a pledge we make to you, as a member of the Kia family. Because we believe in the excellent quality of our products, we stand behind them. All our vehicles are covered by a unique 7 year manufacturers' warranty. As the warranty is fully transferable between owners, it even helps boost resale value.

That's a promise. **We call it "Family-like Care".**

**"Family-like Care"®**

KIA SALES & SERVICE



### OUR ROADSIDE ASSISTANCE PROMISE

Being a family member, you are never alone. Especially when you need a helping hand. That's why, alongside the 7 year warranty, your new Kia comes with our Roadside Assistance package. Valid for 36 months, you can drive with peace of mind knowing that help is only a phone call away. Even if you've run out of fuel or locked your keys in the car, we'll be there: 24 hours a day, 7 days a week.

That's a promise. **We call it "Family-like Care".**

**"Family-like Care"®**

KIA SALES & SERVICE



## OUR "FAMILY-LIKE CARE" PROMISE

At Kia, we have a special understanding of what makes a good relationship with you. We feel it should be based on mutual trust, just like in a typical family. Where people feel at home. Where people communicate openly and honestly. Where people can count on one-another. In fact, we believe our service should make you say "WOW!"

That's a promise. **We call it "Family-like Care".**

**"Family-like Care"®**



## OUR SALES PROMISE

When we sell a car, you become a member of our Kia family. This means we listen carefully to genuinely understand your needs, wishes and expectations. As your personal advisor, we strive to offer you the best brand and value for your needs. And when we deliver your new Kia, we make it our obligation to thoroughly prepare you – for a long, satisfying and trouble-free relationship.

That's a promise. **We call it "Family-like Care".**

**"Family-like Care"®**



## OUR SERVICE PROMISE

Taking care of a family requires dedication. That's why we do our best to understand what you expect from us, clarifying precisely what needs to be done to your car and why – and how much it's going to cost. When we're finished, we will always explain in detail why we've done the necessary work. With no surprises on the invoice, you only pay for what you've already approved.

That's a promise. **We call it "Family-like Care".**

**"Family-like Care"®**





## IT'S ALL ABOUT "FAMILY-LIKE CARE"!

At Kia we love our cars. Every single one is part of our family. What is loved has to be taken care of.

Since you are now the owner of a Kia, you belong to the family too. So taking care of you and your car's needs is most important to us. And to be honest, it's a good feeling to be taken care of, isn't it?

## QUALITY NOW COMES WITH A 7-YEAR WARRANTY



We at Kia have confidence in what we do. That's why all our cars are covered with a 7-year industry-leading manufacturer's warranty. Even better: the warranty is fully transferable between owners.

You don't find this anywhere else but at Kia.

Our manufacturer's warranty means bumper-to-bumper\* coverage for 7 years or 150,000km. In the unlikely event of a warranty repair being required, we will cover all the repair costs – including labour and parts. And because it is transferable, it will help you maximise the resale value of your car when you decide to sell it.

\*Terms and conditions apply.

## YOUR NEW CAR HAS ARRIVED. WHAT'S NEXT?

First of all, have fun with your Kia and enjoy every minute with it. But just providing a vehicle that fits your needs is not enough for us. We believe that you deserve only the best service to be completely happy with your car.

## ALWAYS ACCOMPANIED

In addition to our unique 7-year warranty, every new Kia owner receives our 24/7 Roadside Assistance as part of the ownership package for the first 3 years. That means care-free car use – with help always at hand.

Even when those "little mishaps" occur, such as locking your keys in your car or running out of fuel, we are right there to help – free of charge!



## THE KIA 10 STEP SERVICE PROMISE

### 1 APPOINTMENTS

Your appointment suits your schedule.

### 2 "HELLO. WELCOME."

A friendly hello awaits you when entering our service area.

### 3 DIAGNOSIS

We listen to what you have to say and take the time to discuss the repair options.

### 4 REPAIR ORDERS

Before starting any service work on your vehicle, we will review the repair details with you and start when you confirm.

### 5 PRICING

Our pricing policy is transparent, so you always know what you pay for.

### 6 SERVICE WORK IS PERFORMED

Your service will be performed in a timely and accurate manner.

### 7 WE KEEP YOU UP TO DATE

We will keep you informed regarding repair progress and changes in the timing.

### 8 FINAL INSPECTION

After the service work is complete, the repair is cross-checked to ensure everything has been accurate.

### 9 VEHICLE DELIVERY

When you arrive to pick up your car, we will explain the repair and answer any questions you may have.

### 10 FOLLOW-UP

Don't be surprised if you receive a call from us a few days after picking up your vehicle. Your feedback contributes to our commitment to continuous service improvement.

## CUSTOMISING YOUR KIA. THE RIGHT WAY.

Want to make your Kia even more stylish, comfortable or safe? How about alloy wheels? Roof or tow bars? A navigation system? Kia recommends using Genuine Accessories. They provide a flexible and convenient way to tailor your car to your individual requirements. No compromise on safety and quality – whether for a floor mat or a roof carrier.



Genuine Accessories are designed to manufacturer standards and made specifically to fit Kia vehicles.

## WHY USE KIA GENUINE PARTS?

Kia Genuine Parts are manufactured to the same high standards as factory-fitted parts; designed, tested and manufactured to the strict quality levels set out by Kia. Only with Genuine Parts can you be sure that the safety and reliability of your Kia vehicle will not be compromised.

### Why choose Kia Genuine Parts?

This way you know that the safety and performance standards of your Kia are maintained as if it came directly from the factory.

### Where to obtain Kia Genuine Parts?

To obtain Kia Genuine Parts, please contact your Kia authorised dealership.

